CITY OF WEST LINN

JOB DESCRIPTION

Job Title: DESKTOP TECHNICIAN II

GENERAL FUNCTION:

Position is responsible for: 1) providing administration and support for all City desktop and peripheral hardware, software, supplies, and network connections; 2) providing secondary help desk support to staff, vendors, and other external partners and customers; and 3) providing backup support to other Information Services staff.   In the absence of the Desktop Technician I, this position has lead responsibility for all desktop and helpdesk administration and support. This position reports to the Chief Technology Officer, but may be assigned tasks, and/or have work results reviewed by the other Information Services staff to ensure departmental and organizational polices, practices and standards are followed and met. This position may assign tasks, coordinate work flow, and monitor work results of Desktop Technician I positions.

DUTIES AND RESPONSIBILITIES:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Contributes to a positive work environment.

2. Provides administration and support of all desktop hardware, software, supplies, and infrastructure, including, but not limited to, personal computers; local and network printers, copiers, and scanners; telephones, pagers, PDAs, cell phones, and other mobile devices; user, group, email, and voicemail accounts; desktop and enterprise applications; etc. Functions performed include planning, project management, design, acquisition, inventory, license control, meter counts, installation, image management, upgrade, patching, monitoring, testing, tuning, documentation, disaster recovery, maintenance and troubleshooting.

3. Provides help desk support (in person, by telephone or remote connection, or by e-mail) to staff, vendors, and other external partners and customers making the requests. Tracks and monitors requests using help desk software and other types of tracking and monitoring tools, and statistically monitors desktop operations for annual reporting related to department goals and targets.

4. Prepares procedures, guidelines, FAQ sheets, training and test documentation, topology maps, workflows, spreadsheets, and other types of documentation to support organizational and department policies, goals and objectives; end-user department and enterprise applications and systems; inventory, statistical monitoring, and staff training on the use of desktop equipment and applications.

5. Under the guidelines of the Chief Technology Officer, evaluates requests for new hardware, software, supplies, and infrastructure. Conducts requirements analysis, researches and recommends solutions, assists in the development of computer system specifications and criteria for proposed solutions to information system problems or for distinct portions of larger information systems projects, including costing and risk assessments.

6. Leads or assists in drafting of bid requests for desktop projects.

7. Lead project manager for desktop projects including development and maintenance of project plans; schedules; demo, training, and test scripts and issues lists; staff and vendor resource coordination; documentation of process and results, etc.

8. Assists the Chief Technology Officer and other department staff in the administration of vendor hardware and software maintenance contracts.

9. Maintains inventory of all desktop hardware, software, supplies, and peripherals and assists in the administrator of vendor hardware and software maintenance contracts, and supply contracts.

10. Works directly with the Chief Technology Officer and other department staff in the development of long-term strategies and capacity planning for meeting future desktop hardware and software needs.

11. Remain up-to-date with new equipment and technical developments in the field of computer technology.

12. Collaborates with other Information Services staff to ensure efficient operation of the desktop computing environment. Provides backup support to other department staff as needed, and fulfills other duties as assigned.

SKILLS AND EXPERIENCE:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)

1) Job Preparation:

   a) Education:

   Graduate of a two (2) year college with a degree in Information Technology or Business Administration. CompTia A+, CompTia Network+, and Microsoft Certified Professional (MCP) certification preferred. Microsoft Certified Systems Engineer/Administrator (MCSE/MCSA) and Cisco Certified Network Professional (CCNP) certification also highly desired.

   b) Knowledge:

   Senior level knowledge of hardware, software, and information technology practices, principals, policies, and techniques used for the delivery, monitoring, licensing and compliance, documentation, tracking, and support of enterprise-wide, workgroup, and desktop systems, applications, solutions, and tools, in the following functional areas:

   - Server and desktop operating systems;
   - Network and local peripheral devices;
   - Network, remote access, and security systems;
   - Database, Internet, and Email systems;
   - Office products;
   - Telecommunication systems;
   - Disaster planning and recovery systems;
   - File and data storage, backup and recovery systems;
   - Project planning and management;
   - Hardware, software, and infrastructure installation, configuration, upgrades, patching, and maintenance.

   See the Desktop Technician Technical Skill Requirements document for a list of the specific software, hardware, and other technology-related tools and environments that the employee will work with and be expected to have demonstrable senior level administrative knowledge and expertise in.

   c) Experience:

   Five (5) years or more of current demonstratable experience as a Desktop Technician on a medium size or larger network of servers, desktop systems,

storage, telecommunications, and network devices, systems, and solutions, using current technologies.

Position requires a sufficient degree of experience and or education that clearly demonstrates the employee's ability to successfully perform the tasks and skills outlined in the job description.

d) Skills:

To perform the job successfully, an individual must be able to demonstrate the competencies as outlined in the Information Services Department Operations Manual.

2) Supervision:

Received: Work is performed (often highly independently) under the direction of the Chief Technology Officer who communicates broad policies and assigns activities. Work is reviewed for effectiveness, results obtained, and conformance with identified expectations, and established rules and regulations.

Exercised: Requires excellent communication skills. May be responsible for assigning work and overseeing the completion of work assignments of other desk top/help desk personnel within the department. Must have the demonstratable ability to effectively and collaboratively meet the operational needs of the City and the Information Services Department.

3) Communication:

Oral and written communication must occur between the Desktop Technician II and the Chief Technology Officer on a regular basis (daily, after hour and weekend, emergency, and more often if needed.) Relationships that must be maintained include direct communication with all City staff, vendors and other computer technology groups. May also be required to provide information orally and in writing to members of the City Council and City Management team.

4) Cognitive Functions:

When implementing new policies and procedures, an employee in this position needs to successfully recognize and define problems. Alternative solutions must be considered and short and long term action plans must be developed and sequenced.

Decisions most often made in the course of duty may have significant impact to operational capacity and performance.

5) <u>Working Conditions</u>:

- Normal office work environment. Occasional heavy lifting is required of this position.

- Work schedule is usually normal business hours. Additional evening and weekend work hours may be frequently required.

6) <u>Resource Accountability</u>:

Must safeguard and maintain network securities, licenses, and inventories of all City hardware and software and is responsible for ensuring the safeguarding of all computer operating systems. Must exercise cost effective use of City resources.

The job classification description does not constitute and employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.